



GroupWise Wireless PDA Synchronization

GroupWise Wireless PDA Synchronization service enables users to run GroupWise from their wireless PDAs in a mobile environment. The service operates on BlackBerry PDA, Windows Mobile and PALM compatible PDA devices, and SmartPhones.

GroupWise Wireless PDA servers interface with Novell GroupWise providing secure, real-time synchronized email, calendar, address books, and more.

Features

GroupWise Wireless PDA synchronization allows access to a wide range of applications on a variety of wireless PDA devices. Such key applications include:

- Real-time synchronized email
- Access to phone books and contact lists
- Access to voice and data

Benefits

- Mobile access and management of existing email accounts
- Support for attachments on PALM and Windows Mobile devices
- Automatic notification of email and PIM (email, calendar, contacts and tasks)
- Mobile synchronization of email, calendar, contacts, and tasks
- Does not require an "always-on" desktop computer
- Platform specific device client for PALM and Windows Mobile devices

- Enable or disable email synchronization from your wireless device
- Compose, reply, delete, and forward from your wireless device

Support

DET Customer Support provides help to address technical problems related to the GroupWise Wireless PDA synchronization process. If you have problems, please contact the DET Help Desk at 538-3440.

System Requirements

There are a few things to do before DET can add a user to the GroupWise Wireless PDA servers:

1. The user's GroupWise domain and post office must be on version 6.5.3 or greater.
2. The user must be system visible in the GroupWise address book.
3. The PDA device must be provisioned with a wireless carrier before activation of service.

Contact your LAN Administrator for technical information on GroupWise Wireless PDA synchronization.

How to Order and Costs:

This service is only for users who have already purchased a BlackBerry, Windows Mobile, or PALM compatible PDA device. The cost for GroupWise Wireless PDA synchronization is \$11.00 per user per month and will be billed to your ELCID code.

- For GroupWise Wireless PDA synchronization service, fill out the online order form, it will be submitted to the DET Help Desk for generation of a Remedy ticket which will be assigned to a DET GroupWise administrator.
- The GroupWise administrator will contact you for further information if it is required.
- You will be notified via e-mail or phone when service is activated.
- Contact the DET Help Desk at 538-3440 if you have problems signing up for service.